



**TRUGLIDE
DOORS**

ROLL-UP GARAGE DOOR

INSTRUCTION MANUAL



MODELS 171 & 180
SIZES 5X7 & UP TO 9X10

TABLE OF CONTENTS

SAFETY INFORMATION

Installer Qualifications.....	4
Required Safety Equipment	4
Spring Tension and Moving Curtain Hazards.....	4
General Warnings and Precautions	5

SITE INSPECTION & CLEARANCE REQUIREMENTS

Site Inspection and Clearance Requirements	6
Minimum clearance recommendations.....	6
Tools and Materials Needed	6
Fasteners by Wall Type.....	7
Installation Instructions	8

INSTALLATION INSTRUCTIONS

How to Increase Tension	11
How to Release Tension	11

OPERATING INSTRUCTIONS

Operating Instructions.....	11
Opening and Closing the Door.....	11
To close the door	11
Locking and Securing the Door.....	11
To secure the door	11
Operating Precautions.....	12

MAINTENANCE & INSPECTION

Maintenance and Inspection	12
Monthly Visual Inspection	12
SemiAnnual Lubrication.....	12
Annual Performance Review	12
When to Contact Support or Replace Components.....	13

TROUBLESHOOTING GUIDE

Common Symptoms and Corrective Actions.....	13
Service Referral Conditions	13

COMPONENT TERMINOLOGY

Component Terminology.....	14
Illustrated Parts List.....	14
A / B Panels (Head Hardware).....	15
C / D Panels (Bottom Bar Hardware)	15
E Panel (SideLock Strike).....	15
Bill of Materials Table with Quantities	16

TERMINOLOGY REFERENCES

Label Placement and Safety Markings.....	16
Label Types and Meanings	16
Placement Locations.....	17

WARRANTY AND CUSTOMER SUPPORT

Warranty Terms and Conditions.....	19
Contact Information for Support and Claims	19

SAFETY INFORMATION

This section outlines the critical safety guidelines required for the proper installation, operation, and maintenance of TruGlide rolling sheet doors. All installers and service personnel must be trained and follow these instructions to reduce the risk of injury or property damage. These guidelines incorporate applicable industry standards, including DASMA TDS 270, 272, 276, 283, and 286.

INSTALLER QUALIFICATIONS



WARNING

Installation must be performed by trained personnel familiar with the mechanical operation of rolling doors, spring tensioning, and counterbalancing systems. Untrained individuals must not attempt installation or spring adjustments.

REQUIRED SAFETY EQUIPMENT



WARNING

Installers must wear the following personal protective equipment (PPE) during installation and service:

- Safety glasses
- Heavy-duty gloves
- Hard hat
- Steel-toed boots
- Hearing protection (as needed)

SPRING TENSION AND MOVING CURTAIN HAZARDS



WARNING

The door's spring counterbalance system is under extreme tension. Improper handling of the spring can result in serious injury or death.

- Do not attempt to wind or unwind the spring unless specifically trained to do so.
- Never stand directly in line with the curtain or axle during spring tensioning.
- Use locking pliers or approved tools to hold tensioned components in place during adjustment.
- Do not release a door from the fully open or closed position without control.
- Keep hands, tools, and loose clothing clear of moving parts.

GENERAL WARNINGS AND PRECAUTIONS



WARNING

Failure to follow these instructions may result in door malfunction, property damage, or serious injury.

- Do not operate the door if it is visibly damaged or making unusual noises.
- Keep the door opening clear of people, tools, ladders, or obstructions before operation.
- Never permit children or untrained individuals to operate or play near the door or its controls.
- Do not stand or walk beneath a moving door.
- Moving door components can cause injury. Keep hands and clothing clear of tracks, guides, and counterbalance mechanisms.
- Never modify or disable safety devices or structural supports.
- Extreme spring tension. Only



CAUTION

Improper use or installation may void warranty and reduce door lifespan.

- Inspect all fasteners, brackets, and structural components before operating.
- Do not attempt to operate the door if any label is missing or illegible, replace it first.
- Use only TruGlide-approved parts and hardware for repairs or replacements.
- Ensure guides and mounting brackets are properly secured & aligned before operation.



NOTICE

DASMA-compliant safety labels are currently pending. TruGlide doors will begin shipping with permanent DASMA label sets once full product testing and certification are complete later this year. Customers installing doors before this certification must ensure temporary safety communication is in place until DASMA labels can be affixed. This manual will be updated once certified labels become available.

Please retain this manual for future reference. Safety labels should remain visible and legible at all times and replaced if worn or missing.

DISCLAIMER: TruGlide Doors, LLC is not responsible or liable for any accidents, injuries, damages, losses, or improper installation resulting from the use, misuse, or interpretation of these instructions. By proceeding with installation, the installer assumes all risks and responsibilities associated with the installation process.

REQUIREMENTS

SITE INSPECTION AND CLEARANCE REQUIREMENTS

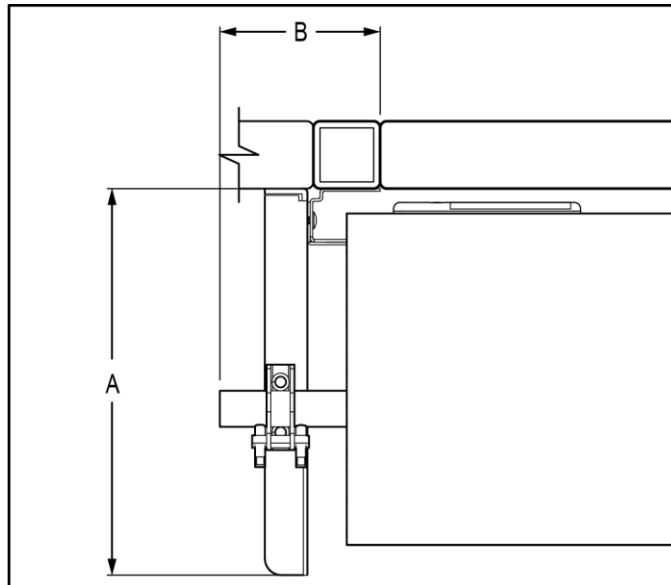
Before installing your TruGlide roll-up door, inspect the site to ensure proper structural readiness. Verify that the mounting surfaces are level, square, and capable of supporting the door system. Clearances must meet TruGlide's minimum dimensional requirements for headroom, side room, and backroom. Failure to confirm adequate space may result in improper function or voided warranty.

MINIMUM CLEARANCE RECOMMENDATIONS

Headroom (A): 16" minimum above the opening

Side Room (not shown): 4" minimum on each side

Backroom (B): Door height plus 18" minimum for coil clearance



TOOLS AND MATERIALS NEEDED

For a smooth installation process, gather the following tools and materials:

- Power drill with sockets and driver bits
- Level and tape measure
- C-clamps or locking pliers
- Open-end wrenches
- Ladders or scaffolding (as needed)
- Personal protective equipment (PPE): gloves, safety glasses, hard hat
- Anchors and fasteners suitable for your wall type (steel, wood, concrete)
- Caulking and shims if required for site adjustment

HANDLING AND STORAGE

To preserve product quality and reduce the risk of damage:

- Store the door in a clean, dry, covered area until installation
- Do not stack or rest heavy objects on top of the curtain
- Avoid dragging hardware across concrete or other abrasive surfaces
- Handle the curtain and guides with care to avoid denting or deformation
- Inspect all components before installation to ensure nothing is missing or damaged

NOTE: DAMAGE CAUSED BY IMPROPER STORAGE OR HANDLING IS NOT COVERED UNDER WARRANTY.

FASTENERS BY WALL TYPE

TruGlide rolling sheet doors must be securely anchored to the building structure using fasteners appropriate to the wall material. The tables below identify the recommended fasteners, drill sizes, and spacing based on the jamb condition and door model. Use only the specified fasteners to maintain structural integrity and ensure safe operation.

HEADPLATE FASTENERS (TABLE 1)

Jamb Condition	Fastener	Drill Size	Notes
Steel	3/8"-16 x 1" Hex Cap Screw with 3/8"-16 Hex Nut	7/16"	For bracket-to-headplate and axle support mounting
Concrete / Masonry	(Per Bracket) 5/16" x 1 1/2" Anchor (P/N 508330)	7/16"	Use with anchors per Table 2
Wood	(Per Bracket) 5/16" x 5/8" Lag Bolt (P/N 502860)	Pilot Hole Required	For bracket-to-headplate and axle support mounting

REQUIREMENTS

FASTENERS (TABLE 2)

Jamb Type	Door Width	Fastener	Drill Size	Spacing
Steel	Up to 16'-0"	1/4"-14 x 1" TEKS Self-Drilling Screw	Self-drilling	Every Hole
Wood	Up to 16'-0"	(Per Bracket) 5/16" x 5/8" Lag Bolt (P/N 502860)	3/16" pilot	Every Other Hole
Concrete / Masonry	Up to 16'-0"	(Per Bracket) 5/16" x 1 1/2" Anchor (P/N 508330)	3/16"	Every Other Hole

INSTALLATION INSTRUCTIONS

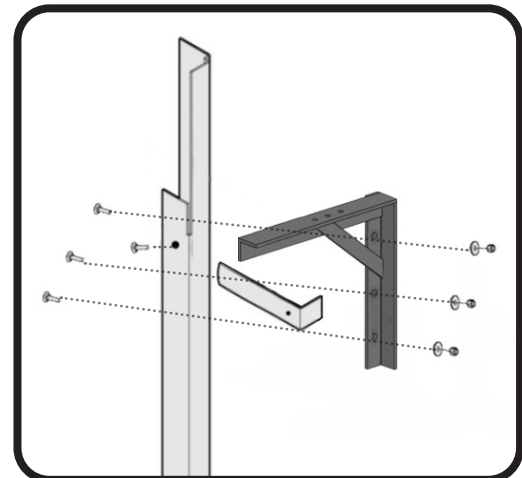
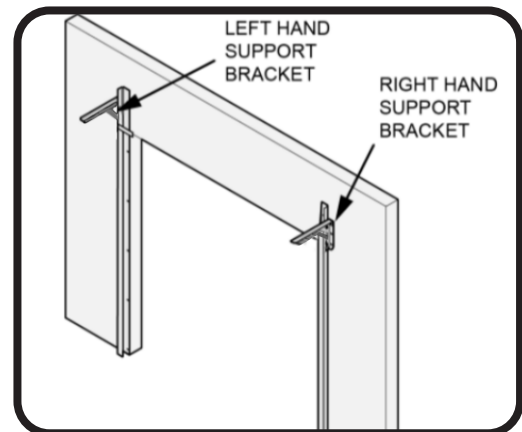
- Measure the wall opening (width and height) and verify it matches the door size.
- Make sure door header door jamb are both level and plumb.
- Confirm all parts and hardware are included with the door.

STEP 1: PREPARING DOOR TRACKS

A. Remove the plastic packaging from both door tracks and lay them on a flat surface.

B. Open the hardware kit and arrange the parts next to the tracks.

C. Identify the left and right L-brackets by aligning the flat edge on the outside of each track.



IMPORTANT!

Before installing the door tracks, make sure to measure and level the opening. The length of the opening needs to be 1" wider than the door itself.

E. Starting with the left track, align the L-bracket with the pre-drilled holes and insert the screws. Do not fully tighten yet — you need room to insert the door stopper.

F. Slide the door stopper between the track and L-bracket, then screw it into place.

G. Tighten all screws and bolts until the L-bracket sits flush against the door rail.

H. Bend the top of the track over the stopper so the door can roll smoothly up and down.

I. Repeat same steps for the right door track.



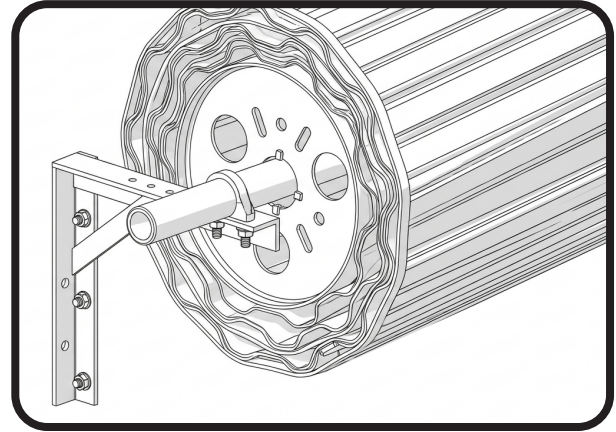
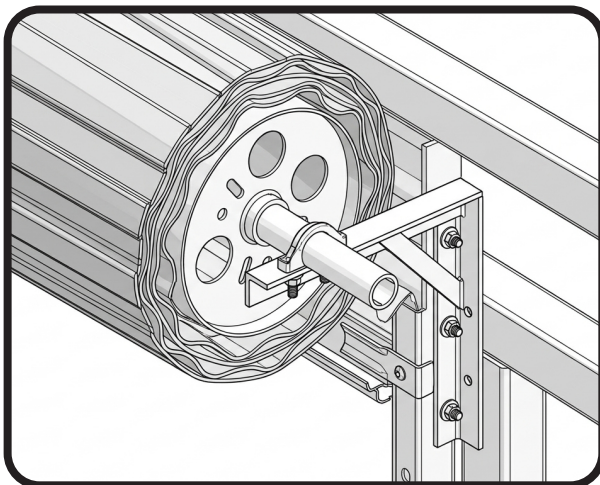
WARNING

The roll-up door can fall if both L-brackets are not securely fastened to the wall frame. Do not attempt to install alone.



CAUTION

Before beginning to mount the roll up door, position the door with the bottom bar facing the wall opening.



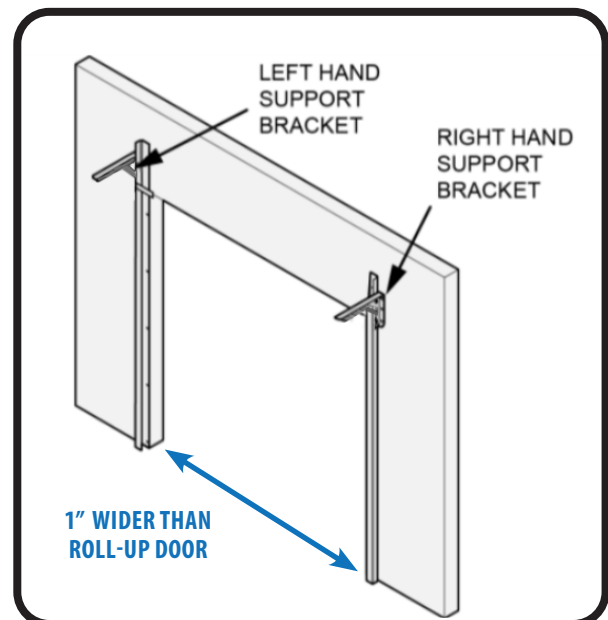
STEP 2: INSTALLING DOOR TRACKS

A. Before installing the door tracks, make sure to measure and level the opening. The length of the opening needs to be the same size as the door itself.

B. Take the left door track and align it flush with the edge of the wall opening.

C. Hold the track firmly in place and screw it into the frame using the appropriate fasteners for your wall material.

D. Repeat for the right door track.



INSTALLATION

STEP 3: INSTALLING THE DOOR

- A. Remove any remaining hardware from the kit and have it ready.
- B. Position the roll-up door with the bottom bar facing toward the wall opening.
- C. Carefully pre-cut the ends of the plastic packaging from the door. Avoid cutting the rubber seal, nylon strip, or door surface.
- D. Lift the door using proper lifting technique and set it onto the L-brackets.
- E. Insert the U-bolt over the bar and through the L-bracket. Attach washers and nuts by hand — do not tighten yet.
- F. Feed the U-bolt through the two slots closest to the edge of the L-bracket and slide it fully toward the wall.
- G. Check that spacing is equal on both sides between the door and door rail, then tighten both brackets.
- H. Rotate the door 2 times to set the spring tension and ease the remainder of the install.



NOTE

Position the door as close to the header as possible while still allowing full rotation clearance.

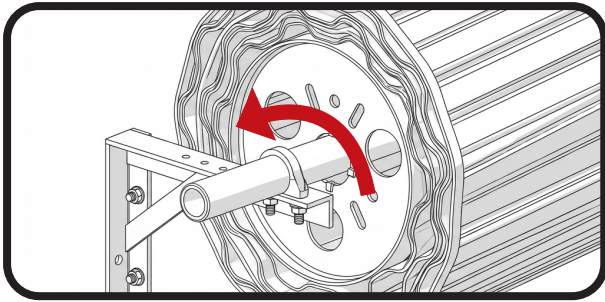
- I. Have someone hold the door in place while the other person carefully cuts the rest of the plastic packaging from the door. Avoid cutting the rubber seal, nylon strip, or door surface.
- J. Align the bottom edge of the door above the track, pull back the stopper, and roll the door down into the track guides. Press the stopper back into place.
- K. As the door rolls down, peel away any remaining plastic.
- L. Roll the door halfway up. Line up the handle holes on the outside of the door and screw the handle into place.
- M. Tie the pull rope to the door handle. Your roll-up door is now installed.

LOCKING AND SECURING THE DOOR

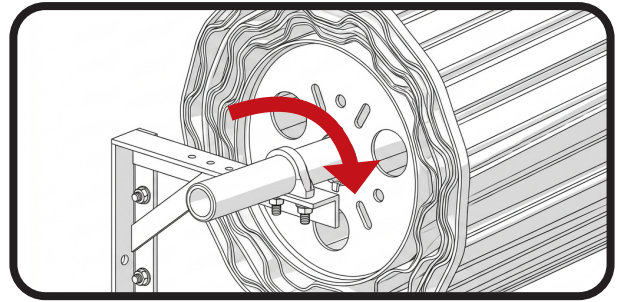
- 1. Engage the slide bolt lock located at the bottom bar (if equipped).
- 2. If provided, install a padlock through the bolt to prevent unauthorized opening.
- 3. Ensure the locking mechanism functions freely and is not obstructed by dirt or debris.

For doors equipped with interior lock rods or latch plates, confirm that both sides are fully engaged before leaving the door unattended.

DECREASE TENSION



INCREASE TENSION



HOW TO ADJUST TENSION

Spring adjustment must be done while the door is in its open position. Before adjusting the door's tension, only loosen one U-bolt on one side of the door. The opposite side must remain locked.

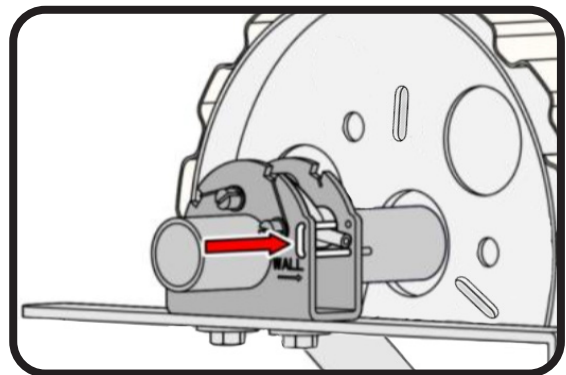
To **increase spring tension**, place a pipe wrench at the end of the shaft and **pull down**. This will automatically hold the new tension setting.

To **decrease spring tension**, place a pipe wrench at the end of the shaft and **pull up**. This will automatically hold the new tension setting.

Once the adjustments are finished, slide the U-Bolt back in the last 2 holes of the L-bracket and secure in place.

HOW TO ADJUST TENSION WITH STHS

Spring adjustment must be done while the door is in its open position. Apply more tension to the shaft with a pipe wrench. While holding the pipe wrench, release the STHS cams by pushing upward on the spring pin. Put the STHS cam back in place to hold the shaft torque.



OPERATING INSTRUCTIONS

OPENING THE DOOR

1. Grasp the rope or handle firmly.
2. Ensure the door rolls evenly onto the barrel and doesn't catch or bind in the guides as you pull up.

CLOSING THE DOOR

1. Grasp the rope or handle firmly.
2. Do not let the curtain drop freely. Maintain grip and speed control.
3. Make sure the curtain seats fully against the floor or stop surface.

OPERATING PRECAUTIONS



WARNING

- Do not allow children or untrained individuals to operate the door.
- Never place hands or fingers in or near the guide tracks during operation.
- Ensure the area around the door is clear of people, equipment, and obstructions before moving the door.
- Do not force the door open or closed if resistance is felt, investigate the cause before proceeding.
- Report any unusual noise, imbalance, or misalignment to qualified service personnel.
- Use only TruGlide-authorized parts and hardware for repairs or adjustments.

MAINTENANCE AND INSPECTION

MONTHLY VISUAL INSPECTION

Visually inspect the door system monthly for signs of wear, damage, or misalignment. Look for the following:

- Bent or damaged curtain slats or edges
- Loose or missing fasteners and anchors
- Obstruction or debris in guide tracks
- Signs of rust, corrosion, or paint deterioration
- Tension loss or slack in the chain (if applicable)

SEMI-ANNUAL LUBRICATION

Lubricate all moving parts at least twice per year to maintain smooth operation and extend service life. Recommended lubrication points include:

- Axle bearings and bushings
- Chain hoist assembly (if equipped)
- Guide track contact surfaces
- Spring shaft components (if accessible and safe)

Use a non-gumming, light-duty oil or a silicone-based lubricant as specified by TruGlide. Do not over-lubricate.

ANNUAL PERFORMANCE REVIEW

Conduct a full operational check of the door at least once per year. Confirm the following conditions:

- Door opens and closes smoothly without hesitation or drag
- Spring tension is sufficient to hold the curtain in a partially open position

- Locking mechanism operates without interference
- All labels are present and legible
- No signs of excessive wear or fatigue on the curtain, guides, or hardware

WHEN TO CONTACT SUPPORT OR REPLACE COMPONENTS

Immediately discontinue use and contact TruGlide support or a qualified technician if any of the following occur:

- The door binds, scrapes, or refuses to open or close
- The spring tension system appears damaged or unbalanced
- A loud bang or snapping sound occurs during operation
- The curtain has visible tears, buckling, or deformation
- The locking mechanism fails or disengages unexpectedly

Only TruGlide-approved replacement parts should be used. Service performed by unqualified personnel may void the warranty.

TROUBLESHOOTING GUIDE

COMMON SYMPTOMS AND CORRECTIVE ACTIONS

Use the chart below to diagnose and correct common issues with your TruGlide rolling sheet door.

Issue	Solution
The door is difficult to open or close	Check for debris in the guides; inspect for bent curtain slats or loose fasteners
The door closes too quickly	Spring tension may be too low, contact a qualified technician for adjustment
The door does not stay open	Spring tension may be insufficient or incorrectly applied
The curtain binds or scrapes during travel	Verify that the guides are aligned; check for obstructions or edge damage
The lock will not engage	Inspect the bottom bar alignment and ensure that the locking hardware is not obstructed

SERVICE REFERRAL CONDITIONS

If any of the following conditions are observed, discontinue use and contact TruGlide support or a qualified installer:

- Broken or unbalanced spring mechanism
- Damage to the axle or curtain barrel
- Deformed guide tracks or mounting brackets

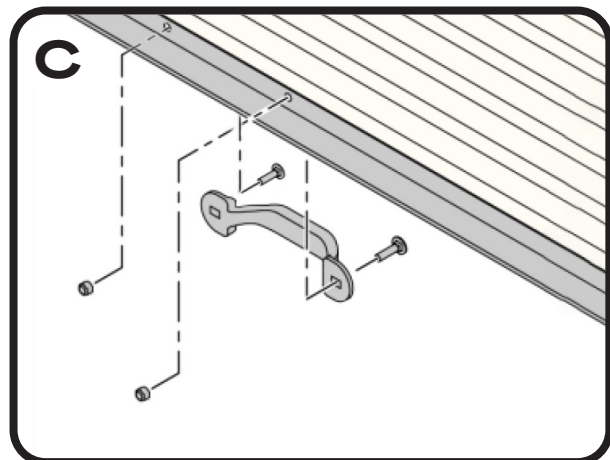
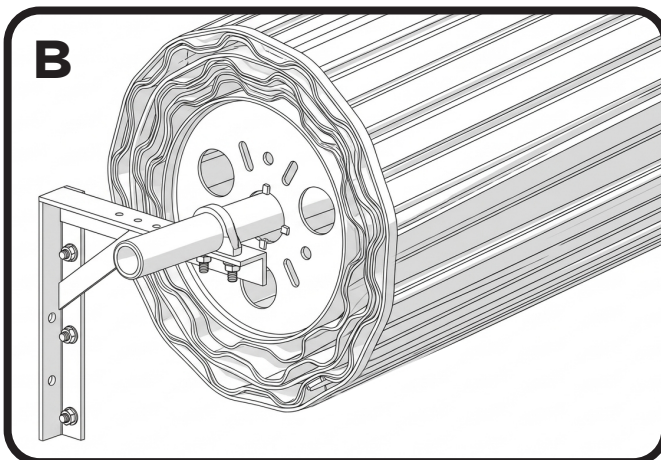
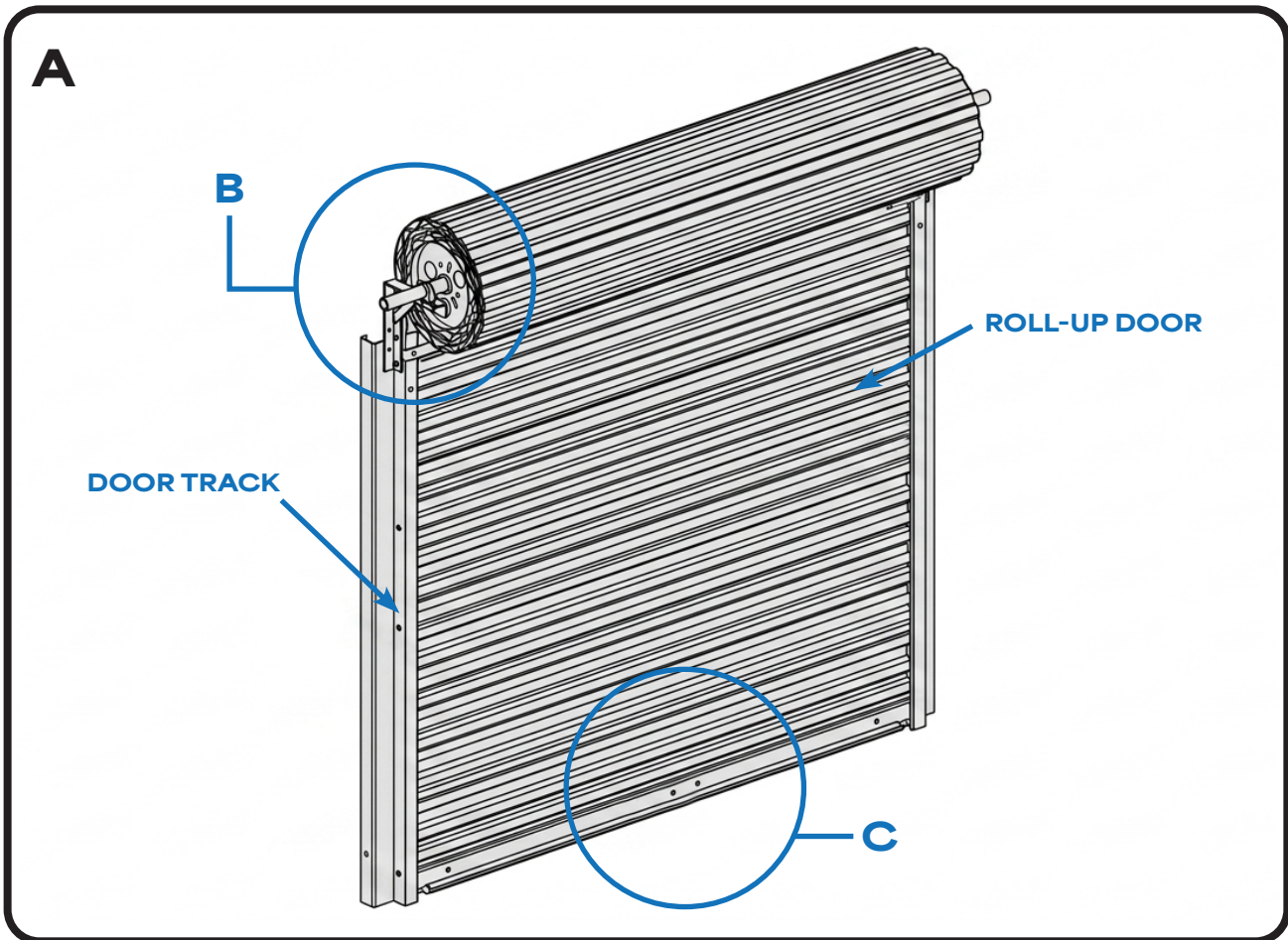
TERMINOLOGY

- Repeated issues not resolved by routine inspection or lubrication
- Unusual noises indicating mechanical failure

Attempting repairs without proper training may result in injury or void the product warranty.

COMPONENT TERMINOLOGY

ILLUSTRATED PARTS LIST



The following components are included in TruGlide rolling sheet door systems. Use this list in conjunction with the product-specific diagram provided by the manufacturer or illustrator. Refer to the part numbers and assembly instructions that correspond to your specific model.

A (OVERVIEW)

1. Clamp Support, LH
2. Mounting Brackets, RH & LH
3. 1/4-20 Carriage Bolt or Round-Head Bolt (pre-installed on door)
4. 1/4" × 3/4" Carriage Bolt
5. Top Stop (2 pcs included)
6. 3/8-16 × 1 Hex Cap Screw
7. Flat Washer (included with Item 6)
8. 1/4" Serrated Hex Nut
9. U-Bolt

B (L-BRACKET)

1. 1/4-20 × 1" Carriage Bolt (see also Item 8)
2. Mounting Brackets, RH & LH
3. 1/4" Serrated Lock Nut
4. Bottom Stop (2 pcs, one per guide)

C (DOOR HANDLE)

1. Bottom Aluminium Bar
2. Door Handle (1 pc)
3. 1/4" Serrated Lock Nut
4. 1/4-20 Carriage Bolt or Round-Head Bolt (pre-installed on door)

BILL OF MATERIALS TABLE WITH QUANTITIES

Item No.	Part Description	Quantity	Notes
1	Clamp Support, LH	1	Identified by 2 red set screws
2	Mounting Bracket, LH	1	
3	3/8-16 Nut for Mounting Plate	1	
4	1/4" × 3/4" Carriage Bolt	4	
5	Top Stop	2	Included
6	3/8-16 × 1 Hex Cap Screw	7	For mounting brackets and axle
7	3/8" × 1" OD Flat Washer	10	
8	1/4" Serrated Hex Nut	4	
9	Mounting Plate (sold separately)	-	Not shown in illustration
10	Spring Tension Holding System (STHS), RH	1	Identified by 1 red set screw
11	Mounting Bracket, RH	1	
12	1/4-20 × 1" Carriage Bolt	4	Used at bottom bar
13	Door Handle	1	Mounted to bottom bar
14	1/4" Serrated Lock Nut	4	
15	Bottom Strip	2	One per guide
16	Side Lock Strike	2	One per guide
17	1/4-20 Carriage Bolt	4	Pre-installed on door
18	1/4-20 Nylon Lock Nut	4	Pre-installed on door

TERMINOLOGY REFERENCES

The following terms are standardized according to DASMA TDS 283. Refer to these definitions when installing, maintaining, or referencing door components.

- **Curtain:** The continuous sheet of metal that rolls up around the barrel.
- **Bottom Bar:** The reinforced lower edge of the curtain provides stability and serves as the locking point.
- **Guide:** A vertical track that retains the curtain along the opening sides.
- **Axle/Barrel:** The tube or shaft that holds the curtain and houses the spring mechanism.
- **Tension Wheel:** A mechanism used to apply and hold spring tension on the barrel.
- **Lock:** Device used to secure the curtain in the closed position.
- **Stop:** A mechanical end limit preventing the curtain from exiting the guides.
- **Fasteners:** Hardware used to anchor brackets, guides, and other components to the building.

LABEL PLACEMENT AND SAFETY MARKINGS

LABEL TYPES AND MEANINGS

All TruGlide rolling sheet doors are supplied with permanent safety labels designed to alert installers and users to potential hazards. These labels must remain legible and in place at all times. Replace any missing or damaged labels immediately.

- **Spring Tension Warning:** Alerts to the presence of high-tension components within the barrel assembly.
- **Crush Hazard:** Warns of potential injury from moving curtain edges during operation.
- **Lockout Warning:** Advises to secure the door before performing maintenance.
- **Operation Instructions:** Brief guide for opening and closing procedures (if included).
- **Manufacturer ID Label:** Displays model number, production date, and contact information.

PLACEMENT LOCATIONS

Label placement must comply with DASMA recommendations and provide high visibility during installation and normal use. Use the guide below for standard label locations:

- **Spring Tension Warning:** Near tensioning wheel or axle access point.
- **Crush Hazard:** On guide track approximately 48" above floor level.
- **Lockout Warning:** Adjacent to slide bolt or locking mechanism.
- **Operation Instructions:** Inside face of the bottom bar or adjacent wall.

REFERENCES

- **MANUFACTURER ID LABEL:** ON THE INTERIOR SIDE OF THE BOTTOM BAR OR LOWER CURTAIN.

NOTE: LABEL DESIGN AND WORDING MAY VARY BASED ON REGULATORY UPDATES. ALWAYS USE THE LATEST TRUGLIDE-PROVIDED LABEL KIT FOR REPLACEMENTS.



NOTICE

DASMA-compliant safety labels are currently pending. TruGlide Doors will begin shipping with permanent DASMA label sets once full product testing and certification are complete later this year. Customers installing doors before this certification must ensure temporary safety communication is in place until DASMA labels can be affixed. This manual will be updated once certified labels become available.

ROLLING DOOR SAFETY LABEL

This label warns of the hazards of a moving door, and that a door should not be closed unless the doorway is clear. A list of instructions is also given pertaining to safe operation of a rolling door. The label is intended to be placed on the bottom bar of a rolling door when operated from the opposite coil side.

 WARNING	SAFETY INSTRUCTIONS	4. Do NOT permit children to play on, near, or with door, or operate door controls.	7. Adjustments or repairs must ONLY be made by a trained door systems technician using proper tools and instructions.	Attach label to bottom bar.
 Moving door could result in death or serious injury. Do NOT close the door until doorway is clear.	1. Control the speed of the door while manually operating. 2. Do not stand or walk under moving door. 3. Keep doorway clear and in view while operating door.	5. Unlock door before opening door. 6. Sensing devices on motor operated doors should be tested frequently.	8. Visually inspect door and hardware monthly for worn and/or broken parts and check if door operates freely. DO NOT operate a door with a broken spring.	DO NOT remove, cover, or paint over label. This label should be inspected periodically for legibility, and a replacement label should be ordered from the door manufacturer as needed.

ROLLING DOOR PALLET SAFETY LABEL

This label informs the user that a pallet of our roll-up garage doors must be inspected. A list of instructions is also given pertaining to safe transportation and storage of the pallet and its contents. The label is intended to be placed at eye-level on the plastic wrapping around the doors on the pallet.

NOTICE

All material must be inspected immediately for damage and/or shortage and documented with the carrier. All material must be installed immediately to prevent moisture damage.
If the material must be stored, proper precaution must be taken to assure no moisture stays in contact with the metal. Please contact your supervisor for recommended procedures.

WARRANTY AND CUSTOMER SUPPORT

WARRANTY TERMS AND CONDITIONS

TruGlide rolling sheet doors are warranted to be free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of purchase. This warranty applies only to the original purchaser and is non-transferable.

This warranty does not cover damage resulting from:

- Improper installation or maintenance
- Alteration or modification of components without written approval
- Normal wear and tear, including cosmetic scratches and fading
- Acts of nature, including but not limited to wind, fire, or flooding
- Use of non-TruGlide replacement parts or hardware

Warranty claims must be submitted in writing within the warranty period. Proof of purchase and installation documentation may be required.

CONTACT INFORMATION FOR SUPPORT AND CLAIMS

For technical support, warranty questions, or replacement parts, please contact TruGlide Doors, LLC:

TruGlide Doors, LLC
170 Holly Springs Rd.
Mount Airy, NC 27030

Phone: (877) 220-2322
Email: dvalenzuela@truglidedoors.com
Website: www.truglidedoors.com

APPENDIX A - DASMA SAFETY LABEL REFERENCE (COMING SOON)

THIS SECTION WILL INCLUDE THE FULL-SIZE DASMA-COMPLIANT SAFETY LABELS AND LAYOUT GUIDE.

TruGlide Doors will update and reissue this page once final certification is obtained, and labels are approved for production and distribution.